

POSITION POSTING:	Massachusetts Teachers' Retirement System
FUNCTIONAL TITLE:	Service Representative
LOCATION:	500 Rutherford Ave., Charlestown, MA 02129-1628
STARTING SALARY:	\$43,220
APPLICATION DEADLINE:	Friday, November 23, 2018

The Massachusetts Teachers' Retirement System (MTRS) is the pension plan for the Commonwealth's public school educators. The plan provides retirement, disability and survivor benefits to more than 67,000 recipients and maintains and services retirement accounts for more than 91,000 active members and 29,000 inactive members. On a monthly basis, the MTRS collects contributions and related data for all active members from more than 400 local school districts.

GENERAL STATEMENT OF DUTIES

Under the general supervision of the Director(s) and Assistant Director(s) of Member Services/(North or South), the Service Representative assists members of the MTRS by:

- Responding professionally to a variety of written, telephone, and in-person inquiries from members, employers and other constituents in assigned parameters.
- Calculating and processing service purchase applications.
- Assisting members with creditable service estimates, benefit estimates and other retirement planning needs.
- Processing retirement applications.
- Processing benefit adjustments, as needed.
- Assisting members at educational seminars both on site and off site, as needed.
- Efficiently implementing assigned areas of unit workflow.
- Performing calculations, specialized services, and administrative functions to ensure efficient workflow, as needed.
- Acquiring knowledge of Chapter 32, state and federal regulations, and case law, on a continuing basis, as it relates to the work of the unit.
- Providing assistance to active members, retirees, and survivors, as needed.
- Participating fully in all agency projects, meetings and training programs, as assigned.

QUALIFICATIONS REQUIRED

- Bachelor's degree in related field preferred, or equivalent relevant experience.
- Excellent mathematical and analytical skills.
- Must be detail oriented, organized and accurate.
- Desire to work in an environment committed to teamwork and quality service.
- Ability to communicate effectively and professionally both orally and in writing.
- Ability to interpret and apply retirement laws and regulations.
- Ability to follow instructions and function both independently and as a member of a team.
- Ability to maintain harmonious relationships with the membership, employers, other members of the public and MTRS staff.
- Must be flexible and able to handle a multitude of tasks.

- Proficiency with Microsoft Office Suite.
- Proficiency with database applications.
- A reliable means of transportation in the event of work-related travel.

APPLICATION PROCESS

Interested applicants must apply online through *MassCareers* at:

<https://massanf.taleo.net/careersection/ex/jobsearch.ftl?ftlcompclass=LoginComponent>

All applicants must submit a cover letter and résumé. The cover letter must address why the applicant's background and training would make him or her a good fit for the position of Service Representative with the MTRS. Applicants who do not submit a cover letter will not be considered. Selected applicants will be invited to take a test designed to evaluate their basic writing, math and computer skills.

The MTRS is an equal opportunity employer.